

## **“The Issue of Digital Divide in Malaysia: Focus on Inner City Divide in Lembah Pantai, Kuala Lumpur”**

### **I. Introduction**

As we enter the Information Age and prepare for transition into the New k-Economy, the national emphasis is increasingly placed on development and usage of Information and Communication Technology (ICT). In the recent budget 2001 announcement, further incentives are given to promote PC (personal computer) ownership and Internet access among citizens of the country (*Computimes*, Oct 30, 2000). However, in spite of the incentives, not every home or family can financially afford to own a PC and pay the monthly Internet access charges plus all the attendant costs related to PC ownership and Internet access.

The common perception about the Digital Divide phenomenon is the disparity in terms of access to ICT between the urban and rural areas. Hence, numerous programmes and projects, such as the Rural Internet Centres and the *Gerakan Desa Wawasan*, were initiated and implemented to bring ICT to the villages or *kampungs*. However, there are still pockets of inner city areas and groups that are excluded from the digital or Internet revolution. Thus, to mitigate this issue of inner city digital divide, the proposed research aims: a) to produce an Inner City Digital Inclusion Model to be replicated nationwide; b) to provide hands-on experience and training to disadvantaged individuals and groups so as to include them into the new knowledge-driven economy and society; c) to empower inner city communities to participate actively in decision-making processes at the local level via access to ICT.



## II. Statement of the Problem

“No effort can be spared in the creation of an information rich society”

(Mahathir Mohamed, *The Way Forward*, 28 Feb 1991)

“For the Information Age and the K-economy, we must have a first-rate National Media System. The Internet and other IT innovations must be a large and critical part of this national media system. .... This country must most seriously enhance the production and supply of information, knowledge and wisdom and assure their accessibility to all our people in every area of work. .... The private and public sector will need to operate to new rules of transparency, new regulations for disclosure, new processes of corporate and public sector governance.”

(Mahathir Mohamed, *Transcending the Divide*, 8 Mar 2000)

Vision 2020 recognised the transition from agricultural to industrial to knowledge as the foundation of power and wealth: “There was a time when land was the most fundamental basis of prosperity and wealth. Then came the second wave, the age of industrialisation. Smokestacks rose where fields were once cultivated. Now, increasingly knowledge will not only be the basis of power but also prosperity.” (Mahathir Mohd, 2000, 5)

If Vision 2020 was the first step into the Information Age, the second step is known as “Strategic Initiative One” of the 21<sup>st</sup> century. In the Budget 2000 presentation in October 1999, the government categorically emphasised that it was necessary to ensure a paradigm shift: “a fundamental move from the production-driven economy to the knowledge-driven economy. A fundamental shift from the P-economy to the K-economy.” In connection to that, the process of drafting the K-Economy Master Plan – a “process of national consultation,



brainstorming, drafting and national mobilization” (Mahathir Mohd, 2000, 6) was started and scheduled for completion by the third quarter of 2001.

Vision 2020, which was enunciated in 1991, set the goal of becoming a fully developed nation by 2020 and Strategic Initiative One, which was to be completed in 2001, prescribed the strategy for transformation into the K-economy. However, becoming a fully developed nation and transforming into a knowledge-based economy will not automatically solve enduring issues, such as structural inequalities and poverty, within the society. As Manuel Castell’s (1998) work on the ‘fourth world’ demonstrates, there exist a conceptual and empirical space, even in developed nations like the US, which is characterised by extreme forms of social inequality and immiseration parallel to the growth of consumer culture and affluent consumption.

The proposed project, therefore, attempts to employ a participatory research approach in producing a viable Inner City Digital Inclusion Model as a contribution from the academy to mitigate the issue of inner city digital divide nationwide. The design of the model will be grounded on the National IT Agenda (NITA, 1996) which essentially leverages on trisectoral partnership between the public, private and community interest sectors. The focus on marginalised segments of the inner city community is consonant with the Universal Service Provision (USP), a system to promote the widespread availability and usage of network and/or applications and services throughout Malaysia (Act 588, 94).



### **III. Objectives of the Project**

#### **i. Specific objective of the project**

Immediate objectives:

- a) To conduct a more in-depth study of the digital divide between race, class, gender, age, etc., in selected communities at Lembah Pantai so as to provide a more qualitative data than the base line data on access and equity produced by the NITC;
- b) To set up a portal on inner city divide in Kuala Lumpur;
- c) To assist in the development of web site content for the selected communities;
- d) To 'jumpstart' "training for trainers" programmes and activities in the selected communities via the promotion of ICT literacy and skills development to optimise the potential of "champions" among the underserved areas and groups;
- e) To identify ICT policies, strategies, programmes and initiatives on universal service provision of ICT to 'underserved' areas and groups;
- f) To tap on the expertise and experience of other developed and developing countries with regards to ICT policies, strategies, programmes and initiatives;

Long-term objective:

- a) To produce a viable model to be replicated at other 'underserved' inner-city communities nationwide and worldwide;
- b) To promote a sustainable and on-going ICT programme for the underserved inner-city areas and groups so as to ensure a more equitable and balanced development



#### **IV. Methodology**

- a) A preliminary survey using stratified systematic random sampling to yield base-line data, such as the community's conception of universal access to ICT, their motivations for gaining access and their perceptions of its potential;
- b) In-depth interviews to explore the strategic issues involved in establishing a sustainable facility to provide access and insights into the key aspects such as partnership, management and ownership;
- c) Participatory research approach that constitutes continuous dialogue and discussion among research participants in all stages of the research project, namely collective definition and investigation of the problem, collective analysis of the underlying causes and collective action to solve the problem via a community technology access centre, that will support and nurture local champions, provide "training the trainers" modules and offer a shared experience in developing content for the community web site;
- d) Impact evaluation of the project 'input' and 'output' to enable the formulation of a viable Inner City Digital Inclusion Model.

#### **V. Review of the Literature**

In the United States, closing the digital divide is seen as an essential part of President Clinton's *New Markets Initiative*, which "seeks to bring America's prosperity to economically-under served areas"



(<http://www.ntia.doc.gov/ntiahome/digitaldivide/summit>). ClickStart, the Clinton administration's proposed \$50 million programme to subsidise computers and Internet access to 9 million low-income families, was launched on January 21 2000 (<http://home.cnet.com/category/0-1005-200-1540155.html>; <http://www.SalonNews/Opportunityclicks.html>). Since 1998, Silicon Alley CEOs in New York City have also pooled their resources – whether time, money or stock – “to attack the divide where it breeds: in inner-city communities and schools” (<http://www.intellectualcapital.com/issues/issue353/item8693.asp>). Alley companies have created several nonprofit groups to match time and financial donations with schools that require the support. One such effort is MOUSE (Making Opportunities for Upgrading Schools and Education), established in 1997 by a New York nightclub impresario.

Meanwhile, in the United Kingdoms, the Social Exclusion Unit's Policy Action Team on 'Access to IT' (Pat15) is one of 18 Policy Action Teams set up by Tony Blair to advise him on how best to help people living in deprived urban areas ([http://www.pat15.org.uk/pdfs/pat\\_sum.pdf](http://www.pat15.org.uk/pdfs/pat_sum.pdf)). The programme, which was carried out by the Community Development Foundation (CDF), was funded by the Department for Trade and Industry (DTI) which provided the secretariat. Seven localities were selected and four main activities, namely an 'ICT Awareness Day', discussion groups and questionnaire survey, in-depth seminar and a written report, were designed for the programme ([http://www.pat15.org.uk/pdfs/pat\\_sum.pdf](http://www.pat15.org.uk/pdfs/pat_sum.pdf)). The main findings from the PAT15 local projects were:



- Structured opportunities for awareness and familiarisation, in appropriate settings, are a highly effective way of introducing ICTs to people in low-income neighbourhoods;
- Community provision of ICTs offers different and complementary benefits to home access, which are quickly recognised by people whose way of life includes social networks based around community buildings;
- The main reason why people do not own computers is that they are perceived as too expensive to buy or run;
- The importance of recognising the diversity of applications, interests and motivations;
- Local champions, who help stimulate interest and activity, will often emerge when an occasion is provided for them;
- The main barrier inhibiting the engagement of people in low-income neighbourhoods with ICTs is *confidence* (Harris, 2000).

In Malaysia, more emphasis is given to bridging the urban-rural divide than the inner city divide. Most of the programmes initiated by the government ministries, agencies and departments, such as the Rural Internet Centres by the Ministry of Energy, Communications and Multimedia, the *Gerakan Desa Wawasan* by the Ministry of Rural Development and the proposed *Desa Digital* by MIMOS BHD, are aimed at the rural areas and communities. The approach to these programmes also tends to be top-down and mechanical rather than bottom-up and organic. Thus, equal emphasis should also be given to close the



technology gap between groups in the urban areas via grassroots, participatory ICT programmes.

In regard to equitable access to ICT in Malaysia, the base line data demonstrate the disparities between geographical areas/regions as well as income and race/ethnic groups, gender and language usage (NITC Secretariat, 2000;<http://www.nitc.org.my>).

Although Selangor and Kuala Lumpur record the highest PC penetration rate and Internet access, accounting for more than 50 percent of the total national statistics in terms of computer density and Internet service, this does not necessarily translate into equal access to all groups in those areas. It is reported that approximately 60 percent of urban households (compared to 83 percent of rural households) may face financial constraints to purchase PCs. This means that more than half of urban homes can be considered “marginalised”, comparable to the 25 percent of Sabah and 20 percent of Sarawak rural households that have no access to electrical supply. Although there are no actual data on the divide according to class, race and gender, including the inner city areas, more than 70 percent non-English readership will be “excluded” from the current web content which is estimated to be 90 percent in English (<http://www.nitc.org.my>).

As for benchmarking for progress, Malaysia’s PC acceptance rate of 11.3 percent of the basic population is significantly lower than the 35 percent world average (IDC, 2000). Malaysia’s Internet penetration rate of 7 percent, with total Internet users at 2.0 million and total Internet subscribers at 700,000, is still lagging behind the 20 percent average rate of Internet usage worldwide (IDC,



2000). In order to enhance national technology access and international competitive advantage in the new digital economy, the existing ICT programmes for the underserved areas and groups, including the inner city localities, need to be augmented and reinforced. This is because competitiveness depends on the skills and creativity of the whole workforce as well as active participation in the decision-making process at the local level. To that end, an in-depth study in a deprived neighbourhood that will enable the development of an Inner City Digital Inclusion Model which can be replicated nationwide is imperative.



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11. <http://www.intellectualcapital.com/issues/issue353/item8693.asp>
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## JURANG DIGITAL DI KAWASAN BANDAR: FOKUS KEPADA TAMAN SERI SENTOSA, LEMBAH PANTAI, KUALA LUMPUR

Laporan Tinjauan oleh

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Noor Bathi Badarudin, Abrizah Abdullah,  
Nor Edzan Che Nasir & Zalina Abdul Halim  
Universiti Malaya



### OBJEKTIF

- Untuk menjalankan kajian jurang digital antara kumpulan etnik, kelas, gender dan umur di kalangan komuniti di Lembah Pantai untuk menghasilkan 'baseline data' tentang capaian dan kesamarataan dari segi TMK;
- Untuk mewujudkan Model Linkungan Digital (Digital Inclusion Model) bagi komuniti dalam bandar melalui penubuhan Pusat TMK Awam;
- Untuk mempertingkatkan kemahiran TMK di kalangan penduduk dalam bandar;
- Untuk membangunkan kandungan tempatan yang relevan kepada komuniti dalam bandar;

## ISU JURANG DIGITAL DI KAWASAN BANDAR: FOKUS KEPADA TAMAN SERI SENTOSA, LEMBAH PANTAI, KUALA LUMPUR

*Bengkel Sehari "Isu Jurang Digital Dalam Bandar:  
Mencari Model Yang Sesuai  
16 Mei 2001  
Rumah Universiti, Universiti Malaya*

Pembentangan kajian oleh  
Noor Bathi Badarudin,  
Fakulti Sastera dan Sains Sosial  
Universiti Malaya



### KAEDAH PENGUMPULAN DATA

- Pengumpulan data sekunder daripada Jabatan Perangkaan, DBKL, pihak berkuasa tempatan dan pemaju perumahan;
- Kajian tinjauan menggunakan persampelan rawak sistematik;
- Soalselidik sebagai instrumen kajian;
- Tempoh pengumpulan, kemasukan, pemprosesan dan analisis data daripada November 2000 - Mac 2001.

### PENGENALAN

- Isu Jurang Digital, iaitu jurang antara mereka yang mempunyai capaian kepada teknologi maklumat dan komunikasi (TMK) dengan mereka yang tidak ada, telah mendapat perhatian penggubal dasar, pihak media dan masyarakat sejak akhir-akhir ini.
- Seperti mana jurang dalam pembangunan TMK antara kawasan bandar dan luar bandar perlu disempitkan, begitu juga dengan jurang dalam kawasan bandar juga perlu diatasi agar tiada golongan warga negara yang dipinggirkan dalam revolusi digital dan enjakan kepada masyarakat/ekonomi yang berasaskan ilmu.

### PERSAMPELAN

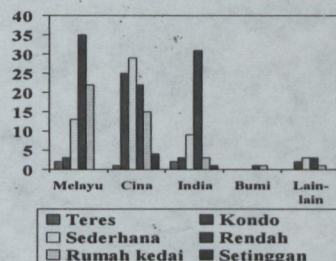
- Rekabentuk persampelan rawak mudah dan sistematik (*simple random-systematic sampling*);
- Rangka persampelan (*sampling frame*) ialah bilangan unit kediaman dalam kawasan kajian;
- Terdapat kira-kira 4,620 unit kediaman berdasarkan tinjauan kawasan;
- Sampel kajian ialah 231 unit kediaman iaitu 5 % daripada rangka persampelan.



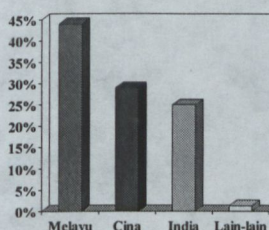
### BILANGAN UNIT KEDIAMAN MENGIKUT KATEGORI

JENIS	BILANGAN	SAMPEL
Teres dua tingkat	106	5
Kondominium	686	34
Apartment kos sederhana	1,080	54
Apartment kos rendah	1,820	91
Rumah kedai	938	42
Setinggan	>100	5
<b>JUMLAH</b>	<b>&gt;4620</b>	<b>231</b>

### BILANGAN ISI RUMAH MENGIKUT JENIS KEDIAMAN

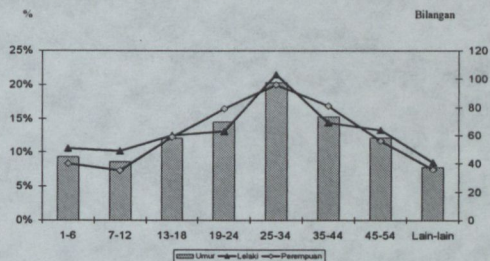


### ANGGARAN PENDUDUK TAMAN SERI SENTOSA PADA 1999

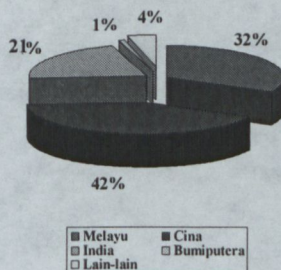


- Keluasan 4 km per segi termasuk Kg. Manggis, Kg. Muniandy, Kg. Sri Manja, & Kg. Pinang
- Sumber polis menganggarkan terdapat 39,283 penduduk.
- Melayu (17,328), Cina (11,542), India (9,891), dan lain-lain (522).
- Sumber daripada Bedford Development Sdn Bhd: Melayu (30%), Cina (35%), dan India (35%).
- Laporan Banci 2000 belum diterbitkan semasa kajian tinjauan dilakukan.

### PROFIL AIR MENGIKUT UMUR DAN JANTINA



### BIL. ISI RUMAH DALAM SAMPEL KAJIAN MENGIKUT BANGSA



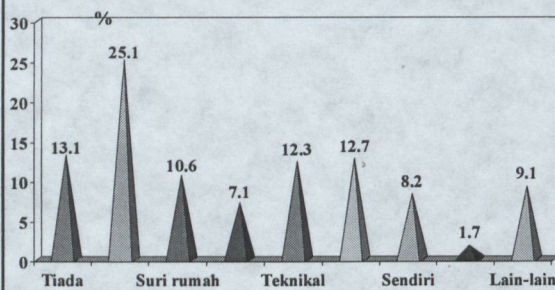
Daripada 231 sampel, bil. isi rumah mengikut bangsa:  
Melayu (75) Cina (96)  
India (49)  
Bumiputera (2)  
lain-lain (9)

Terdapat 982 ahli isi rumah (AIR):  
Melayu (353 orang / 35.9%)  
Cina (371 orang / 37.8%)  
India (216 orang / 22.0%)  
Bumiputera (6 orang / 0.6%)  
lain-lain (36 orang / 3.7%)

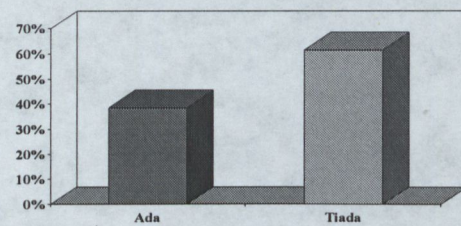
- Gender: lelaki (500 orang), perempuan (482 orang).
- Taraf perkahwinan: 44.1% berkahwin, 54.3% bujang, 1.6% lain-lain.
- Umur:
  - 294 orang berumur 1-18 tahun, dalam lingkungan umur belajar
  - 142 orang berumur 19-24 tahun
  - 199 orang berumur 25-34 tahun
  - 150 orang berumur 35-44 tahun
  - 120 orang berumur 45-54 tahun
  - 77 orang berumur 55 tahun ke atas



### PROFIL PEKERJAAN AIR

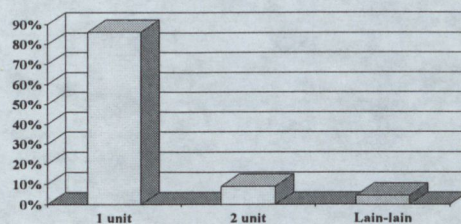


### PEMILIKAN PC



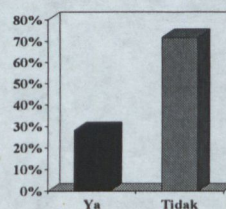
- Daripada 246 orang pelajar:
  - 11 belum bersekolah
  - 74 sek rendah
  - 75 sek men rendah, 40 men tinggi
  - 27 diploma, 14 ijazah, 1 ijazah tinggi
  - 4 tidak diketahui
- 104 suri rumah
- 129 tidak bekerja (menunggu keputusan, bersara, dll)
- 70 dalam sektor perkeranian dengan mod purata RM450-RM1,500
- 121 dalam sektor teknikal dengan mod pendapatan RM450-RM1,500
- 125 dalam sektor profesional dengan mod pendapatan RM1,501-RM3,000
- 89 dalam sektor-sektor lain (tidak diketahui, tiada dalam kategori) dan 17 bersara.

### BILANGAN PEMILIKAN PC

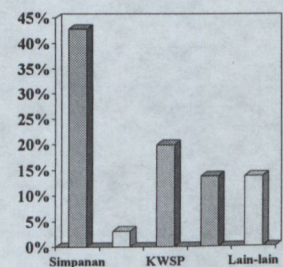


- 38.5% (89 isi rumah) mempunyai PC di rumah.
- 61.5% (142 isi rumah) tiada PC di rumah.
- 86.4% mempunyai sebuah PC, hanya 9.1% mempunyai 2 unit, 4.5% mempunyai lebih daripada dua unit PC.
- 28.1% isi rumah (dengan dan tanpa PC) bercadang membeli PC dalam tempoh masa terdekat, 71.9% (166 isi rumah) tidak bercadang membelinya.
- Daripada yang ingin membeli PC:
  - 49.2% bercadang menggunakan simpanan wang peribadi
  - 20.0% ingin mengeluarkan caruman KWSP
  - masing-masing 13.8% secara ansuran dan lain-lain (tidak pasti)
  - hanya 3.1% yang ingin meminjam daripada bank / majikan

### CADANGAN PEMBELIAN PC DALAM TEMPOH TERDEKAT



### CARA PEMBELIAN

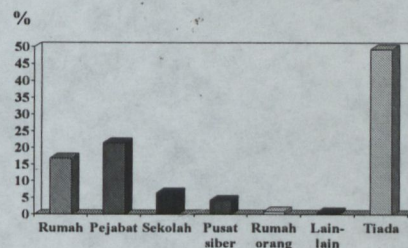




## GOLONGAN YANG TIDAK MENGGUNAKAN PC

- Jumlah yang tidak menggunakan PC: 485 (saiz populasi: 982 orang / AIR)
- Dari segi gender: lelaki (238), perempuan (248)
- Dari segi umur:
  - 1-6 tahun (88)
  - 7-12 tahun (38)
  - 13-18 tahun (31)
  - 19-24 tahun (28)
  - 25-34 tahun (63)
  - 35-44 tahun (80)
  - 45-54 tahun (84)
  - 55 tahun ke atas (73)
- Dari segi pekerjaan:
  - 119 tidak bekerja, 49 bekerja sendiri, 93 suri rumah
- Dari segi pendapatan:
  - bawah RM1,500 (145)
  - atas RM1,501 (48)

## TEMPAT PENGGUNAAN PC

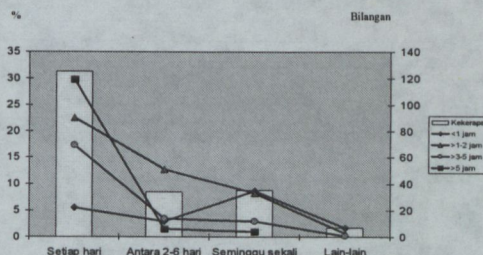


## SEBAB PENGGUNAAN

## KECELIKAN KOMPUTER

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li><b>Kegunaan peribadi:</b> <ul style="list-style-type: none"> <li>7.9% (78 orang)</li> </ul> </li> <li><b>Kerja pejabat:</b> <ul style="list-style-type: none"> <li>22.9% (225 orang)</li> </ul> </li> <li><b>Tugasan sekolah:</b> <ul style="list-style-type: none"> <li>11.7% (115 orang)</li> </ul> </li> <li><b>Hiburan:</b> <ul style="list-style-type: none"> <li>6.9% (68 orang)</li> </ul> </li> <li><b>Lain-lain:</b> <ul style="list-style-type: none"> <li>1.4% (14 orang)</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li><b>Tiada:</b> <ul style="list-style-type: none"> <li>49.8% (489 orang)</li> </ul> </li> <li><b>Asas:</b> <ul style="list-style-type: none"> <li>34% (334 orang)</li> </ul> </li> <li><b>Pertengahan</b> <ul style="list-style-type: none"> <li>12.6% (124 orang)</li> </ul> </li> <li><b>Mahir</b> <ul style="list-style-type: none"> <li>3.3% (32 orang)</li> </ul> </li> <li><b>Tidak diketahui</b> <ul style="list-style-type: none"> <li>0.3% (3 orang)</li> </ul> </li> </ul> |
|--|---|

## KEKERAPAN DAN TEMPOH PENGGUNAAN PC

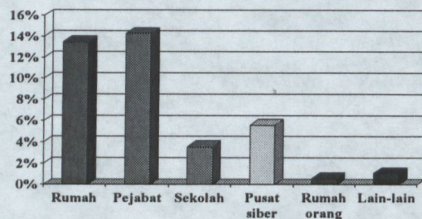


- 485 AIR tidak pernah menggunakan komputer.
- Kebanyakan menggunakan PC di pejabat: 211; 194 menggunakannya bagi tujuan kerja-pejabat. Hampir 180 menggunakannya setiap hari. Kebanyakan menggunakannya lebih daripada 3 jam.
- 107 daripada 165 menggunakannya setiap hari di rumah. Purata penggunaan PC ialah 1-2 jam bagi tujuan kerja peribadi dan sekolah.
- 64 menggunakannya di sekolah, separuh daripadanya merupakan pelajar sekolah menengah. Hampir 50 pelajar menggunakannya seminggu sekali.
- 21 pengguna di pusat siber menggunakannya bagi tujuan hiburan (khususnya permainan). Hanya 13 menggunakan PC untuk peribadi dan kerja sekolah. 24 daripada 41 pengguna terdiri daripada kanak-kanak dan remaja berumur 7-18 tahun.
- Kurang daripada 1% menggunakannya di rumah orang lain (saudara, kawan) dan tempat-tempat lain.
- Tiada yang menggunakan komputer di perpustakaan.

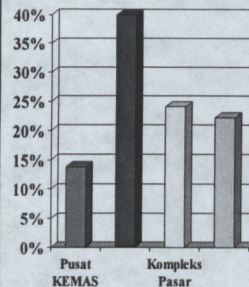
- 61.3% atau 602 AIR tidak menggunakan Internet.
- 13.5% (133) menggunakan Internet di rumah, 14.3% (140) menggunakannya di pejabat, 5.6% (55) di pusat siber, 3.6% (35) di sekolah.
- Kebanyakan menggunakan Internet bagi tujuan komunikasi; 17.2% atau 169 orang. Ini diikuti dengan pencarian maklumat; 13.8% atau 136 orang. Penggunaan untuk tujuan penyelidikan, hiburan, membeli, dan lain-lain hanya meliputi 7.2% sahaja.
- Berdasarkan pembahagian etnik:
  - Hanya 37 orang Melayu menggunakan Internet di rumah, 57 di pejabat, dan 34 di pusat siber.
  - 80 orang Cina menggunakan Internet di rumah, 42 di pejabat, dan hanya 6 di pusat siber.
  - Hanya 13 orang India mempunyai akses Internet di rumah.



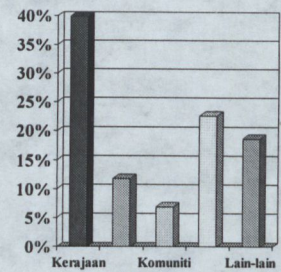
### TEMPAT PENGGUNAAN INTERNET



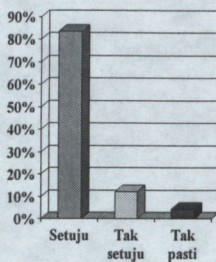
### LOKASI PUSAT IT AWAM



### PIHAK BERTANGGUNG JAWAB

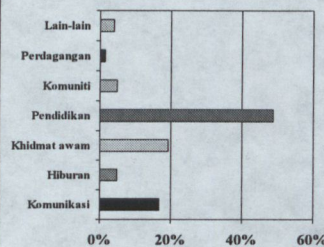


### PENDAPAT TENTANG PUSAT IT AWAM



- 83.5% (193 isi rumah) bersetuju dengan cadangan penubuhan.
- 12.1% (28 isi rumah) tidak bersetuju kerana
  - penduduk mampu beli PC (35.7%)
  - boleh guna di tempat lain (17.9%)
  - pembangunan lain diperlukan (10.7%)
  - lain-lain spt gabungan perpustakaan awam dengan pusat IT awam ((35.7%)

### JENIS PERKHIDMATAN PUSAT TMK AWAM

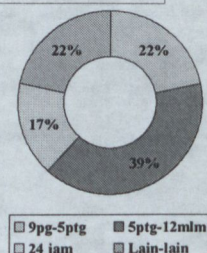


- Hampir 50% mencadangkan supaya pusat IT tersebut harus berorientasi pendidikan/rujukan.
- Fungsi perkhidmatan awam/kerajaan mendapat respons 19% manakala komunikasi sebanyak 17%.
- Kesemua jawapan dinyatakan berdasarkan pilihan pertama daripada beberapa pilihan yang dijawab oleh responden.

- Hampir 40% mencadangkan lokasi terbaik pusat IT awam di Pusat Perdagangan. Ini disebabkan kedudukannya yang strategik.
- 24% yang mencadangkan Kompleks Pasar berkemungkinan besar tidak mengetahui bahawa keadaan lokasi tidak sesuai (persekitaran spt bau, bunyi) untuk sebuah pusat IT awam.
- Kebanyakan daripada yang mencadangkan tempat lain (22%), mencadangkan tempat yang berdekatan dengan rumah mereka dengan alasan tidak mahu berjalan jauh.
- Majoriti (40%) berpendapat bahawa kerajaan berperanan menubuh dan mengendalikan pusat IT awam.
- 23% menyatakan bahawa ketiga-tiga pihak (kerajaan-swasta-komuniti) perlu bekerjasama bagi tujuan penubuhan tersebut.
- 19% merasakan gabungan antara dua pihak (kerajaan-swasta, kerajaan-komuniti, swasta-komuniti) merupakan cadangan terbaik. Ramai yang melibatkan kerajaan dalam gabungan jawapan mereka.

### MASA OPERASI

- 81 responden berpendapat bahawa waktu selepas bekerja merupakan masa paling sesuai.
- Masing-masing 44 responden berpendapat bahawa waktu pejabat (9pg-5ptg) dan lain-lain merupakan masa yang sesuai.
- Masa yang dicadangkan untuk lain-lain ialah antara pagi hingga malam; tidak sehingga larut malam kerana faktor keselamatan.



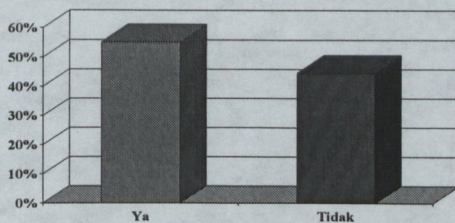


- Daripada 203 yang bersetuju dan juga yang tidak pasti, 112 responden menyatakan bahawa mereka dan / atau ahli keluarga mereka akan terlibat dalam penubuhan dan pengendalian pusat IT berkenaan.
- Kebanyakan merasakan bahawa mereka dapat melatih penduduk setempat untuk menggunakan PC dan Internet.
- Ramai juga yang merasakan bahawa mereka dapat membantu untuk menguruskan pusat IT (24 orang) dan juga mencari penaja (20 orang).
- Hanya 8 orang sahaja yang menawarkan diri untuk menyelenggara perkakasan dan perisian komputer manakala 3 orang sahaja yang sanggup membangun dan menyelenggara laman web komuniti.
- Sumbangan-sumbangan lain termasuk mempromosikan pusat tersebut kepada penduduk setempat.
- Penglibatan responden mengikut etnik:
  - Melayu (49 orang akan terlibat daripada 72 orang yang bersetuju)
  - Cina (28 orang akan terlibat daripada 75 orang yang bersetuju)
  - India (28 orang akan terlibat daripada 45 orang yang bersetuju)

## SENARAI WAKIL PENDUDUK

NAMA	KAWASAN PERUMAHAN & ALAMAT	NO. TELEFON
En. Lai Kon Fa	1A Pinang, 15-01-15	7959-4025 (P), 012-656-3630
En. Robert Anthony Samy	1B Pinang & 1E Gallery, 42-04-04	2285-6031 (P), 7783-1636 (R)
En. Ho Saw Lin	1C Pinang, 24-04-07	7783-8643 (R)
Pn. Pat Arul	1D Bayview, 52-00-06	7783-1053 (R)
En. Krishnan	1K Tricourt, 32-02-01	
En. Mokhtar A Rahim	Apartment kos rendah, 39-00-05	7781-7930 (R)
En. Chew Chan Tong	Avant Court	

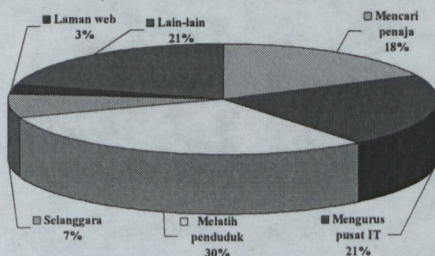
## PENGLIBATAN RESPONDEN



## SENARAI KEMUDAHAN AWAM

- Dua buah sekolah: SRK Petaling & SMK Petaling;
- Pejabat cawangan UMNO dan MCA;
- Surau, to'kong, dan kuil (Gereja akan dibina)
- Pejabat Pos dan Telekom;
- 4 pusat siber.

## SUMBANGAN



## RUMUSAN KAJIAN

- Berdasarkan penemuan kajian didapati bahawa jurang digital wujud di antara golongan pendapatan, kumpulan etnik, gender dan umur;
- Sebahagian besar penduduk berpendapat bahawa inisiatif penubuhan Pusat TMK Awam merupakan tanggungjawab kerajaan;
- Lokasi Pusat TMK Awam yang difikirkan paling sesuai ialah di Pusat Perniagaan;
- Perkhidmatan Pusat TMK Awam diutamakan untuk tujuan pendidikan.